

# Head of India Sales: Recycled Plastic Resin

Be part of something special. Join Vanden.

At Vanden, we're passionate about transforming waste into a valuable commodity. Our mission: *"Vanden make recycling part of the supply chain, to optimise the use of plastics. We add value and educate our team and customers as we go."*

And since we started on our journey, back in 2005, we've developed a worldwide presence, serving hundreds of customers in over 20 countries. And we've grown a strong, capable team of colleagues who are dedicated and loyal.

We are headquartered in Hong Kong with operations and representation in Australia, Finland, Ireland, Turkey & UK. We operate a recycling facility based in UK in Whittlesey (PE7 2EX), which opened in March 2017, specialises in the collection of a variety of plastic and polymer processing and manufacturing industrial waste across the UK.

## Nature and scope of the role: Our ideal candidate

Not afraid to get their hands dirty when required but are equally comfortable in a conference room setting or discussing technical requirements with client operators. They turn challenges into opportunities to demonstrate that Vanden can quickly solve problems. When things are tough, they take perspective, step back and remain objective because they leave their ego at the door instead of bringing it into the conversation. In this way, we stay flexible, seek to pinpoint what really matters and find workable actions, quickly. That is how we thrive in a competitive market. Our people are eager to stay up-to-date by reading, attending training and take ownership of personal development, personally.

## Our Values:

Living the Vanden Values is a key part of our culture. Our Values were created by the people in the business. Over a 6-month period in early 2018 we brought all our teams together to determine what it meant to be part of this team. Through a combination of telling stories of colleagues in action and establishing the type of environment we want to create, our 6x core values were born!

These are an important part of understanding if Vanden is right for you! Please take a look on the last page for a full description



## Application Process

To apply, you are required to produce a CV and Personal Statement. These need to be tailored to the job description and person specification and show how you reflect the technical and behavioural requirements.

### The selection process:

Successful candidates will be invited to attend a multi-phase assessment that includes:

**Step 1:** Telephone Interview 1 (30-60 mins)

**Step 2:** Telephone Interview 2 (90-120 mins)

**Step 3:** Interview 3 (60-90 mins)

**Step 4:** Reference Checks

**Step 5:** Final Interview

Expected timeline to complete is 4-6 weeks depending on candidate availability

## Job Summary

The India Sales Manager will directly drive growth by executing deals with customers across the country who require imported recycled plastic feedstock to fulfil their manufacturing requirements. The candidate must be a proven, high calibre commodity salesperson, capable of constantly developing new customer relationships and executing deals to existing customers.

The candidate must be familiar with commodity import procedures for the sales process, well versed in executing CIF/CNF business, be capable to handle sales of over 30 different grades of recycled plastics and be able to operate well in a fast-paced sales environment.

Continued success may result in further investments in growing the team and an opportunity to lead.

The role will require a sound technical background to understand end customer requirements and a deep knowledge of the plastic manufacturing sector in India.

The candidate must take the lead to build a service offering to enable us to reach our long-term goal of being the world's largest recycled plastics commodities company.

Highly skilled in building effective networks, negotiating, executing profitable deals, they will appreciate the long-term approach to developing customer relationships and the need to secure a diverse customer base. Adept at identifying business opportunities, they will adopt an inquisitive, yet strategic approach to developing Vandenberg's business around the world.

An excellent communicator motivated by taking ownership of their work, they will relentlessly pursue new business with a measured and methodical approach. They must effectively negotiate to maximise pricing and agree secure terms to manage downside risks. They will be highly motivated by helping to shape the development of their own role and by contributing to a developing global organization. Not willing to settle for second best, they will take an analytical approach to their work and see challenges as an opportunity to learn.

## Essential Duties & Responsibilities

### Business Development & Delivery:

- Enhance relationships with existing customers to increase volumes & margins.
- Develop new customers to diversity business and to increase overall volumes and margin.
- Develop multiple customers for each available product across the geographic region to ensure consistency of trade in all market conditions.
- Maximise margin by using effective negotiation techniques.
- Negotiate/ close deals and handle claims or objections.
- Actively seek out new sales opportunities through cold calling, networking, social media, attending conferences and trade fairs etc.
- Systematically work through all prospects to establish relationships that result in profitable, long term business
- Actively engage with the greater team to develop skills and share knowledge.
- Gather feedback from customers and prospects and share with internal teams.
- Conduct market research to identify selling possibilities and evaluate customer needs.
- Perform customer site visits to build relationships and discover market information.

### Client Retention:

- Develop and enhance customer relationships by offering excellent customer service that is responsive and tailored to customer needs.
- Work with colleagues to balance customer needs and company policies in regard to finance, logistics and service.
- Engage in constant and active risk management, to ensure validation protocols are followed and company has multiple options for each material stream.

### Reporting & Management:

- Submit monthly progress reports with metrics on sales activity
- Develop sales targets with management and ensure they are met by self and team.
- Track and record activity on accounts using the CRM system

### Policies & Procedures:

- Develop standard operating procedures for sales and customer service to mitigate risk and ensure seamless workflow.
- Work with global offices to integrate work flows and increase efficiencies.

### Research:

- Research and develop a thorough understanding of the market you operate in, future trends and contribute to forming and executing strategies that will exceed company targets.
- Research and develop a thorough understanding of customer businesses e.g. their supply chain, production process and finished products

## Person Specification

### Knowledge (Education & Related Experience):

- Minimum of 5+ years' proven successful sales experience, selling into the plastic manufacturing industry would be desirable but not essential.
- Experience of driving business growth to achieve financial targets within a specified time-frame
- Experience of building a regional or global client base from scratch

### Skills:

- Multilingual (fluent English is a requirement, plus Hindi)
- Able to use CRM, Excel, Outlook, Word
- Able to undertake effective internet research (not only Google)
- Able to present and clearly communicate information

### Abilities:

- Able to stand back and review data/information in order to see the 'big picture'
- Ability to manage and respond quickly to changing/competing priorities
- Highly organized, able to work independently
- Able to build rapport quickly with colleagues and customers
- Able to communicate effectively verbally and in writing
- Able to anticipate opportunities and risks
- Able to listen to others and take on different views
- Able to collect, interpret and present data

### General Attributes:

- Willing to take ownership of the role and drive success
- Professional and ethical in their approach
- A 'can do' attitude, mindful of the customer and their needs (also knows when to say "No")
- Able to motivate self and team
- Committed to on-going personal and professional development
- Willing to make hard decisions and have difficult conversations
- Self-aware and reflective on successes and failures (can tell Fact from Story)
- Strong Character – quickly able to overcome disappointment and failure
- Puts the team before themselves

# VANDEN VALUES

## Teamwork

- We pull together as one unit, not just with those in front of us, but with all of our colleagues spanning multiple continents and cultures. We seek honesty and excellence to bring out the best in each other and do so without ego. Our collective knowledge and willingness to question is our superpower.

## Add Value

- In absolutely everything we do. We add value to our people, customers and product through constant education and optimisation. Vanden exceeds expectations in the Service of our customers, using each encounter as an opportunity to sharpen our skills and add more value than anyone else. When in doubt, we ask ourselves – “Am I adding value?”

## Growth

- Challenge ourselves and each other to learn new things and improve our skills. Be curious and industrious to redefine the boundaries of our knowledge, service and market. We’re proud of our battle scars as our failures will always be the greatest opportunity for growth.

## Ownership

- Never afraid to get our hands dirty! We take pride in exercising absolute ownership over the outcome of every task or challenge. We appreciate the power of forming a plan before taking action and jump at the opportunity to take the bull by the horns when we do.

## Enjoy The Ride

- It only happens once! We can’t always be serious and limit ourselves to be “business as usual”, so we encourage everyone to put their personalities into everything they do.

## Gratefulness

- Live everyday with an attitude of gratitude!

## MISSION:

Vanden make recycling part of the supply chain to optimise the use of plastics. We add value and educate our team and customers as we go.

## VISION:

To be the company that creates the most value from plastic waste. Producing quality commodities and products or empowering others to do so.